

Subject: Award Winning Customer Service

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Special Points of Interest

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**LADBS Construction
Service Centers**

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Message from the General Manager



Monthly Statistics

We are now five months into the Fiscal Year and most of the key metrics we report monthly in this newsletter continue to be **up** - - not only up, but **up by double digits**.

- **Total New construction**, dipped in November (month over month) but is still up **14% year-to-date**.
- **Plan Check revenue**, our best indicator of future construction, is **up** a whopping **45%** in November and up by **26% YTD**.
- Housing starts surged at the beginning of the Fiscal Year and have now slowed down, so we are dead even with last year at this time.
- With Inspection and Engineering taken together, our **total revenue** is up **23%** for the month and **20%** for the year!

We'll take a deeper look at these statistics in our January newsletter, but these numbers are a good way to go into the holiday season!

Indeed, keeping up with the growing workload is our biggest challenge - - which is a much better challenge than a declining

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Friday: 7:30 am - 4:30 pm
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* San Pedro & South LA
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workload! As of the end of November we had a backlog of 430 projects in Plan Check, with a total valuation of \$189 million, for which no engineer had yet been assigned. That compares with \$853 million in Plan Check in progress. We'll report on all of the efforts we are making to keep up with the increasing workload in our next newsletter.



Quality and Productivity Awards



The Building and Safety Department was proud to recently receive two awards from the Los Angeles Quality and Productivity Commission.

The first recognition was awarded to **Development Services Case Management**, a joint effort by Building and Safety, Planning, Bureau of Engineering, Department of Transportation and Department of Water and Power.

Of all the Development Reforms initiated by Mayor Villaraigosa, probably none has been better received by the development community than Case Management. The very dedicated and smart work of our Case Managers has caused it to succeed beyond our highest expectations.

We are very appreciative that the Quality and Productivity Commission recognized the hard work of this very talented team. See the story below for more information about Case Management.

The second award was given to the LADBS Engineering Bureau for its **Parallel Design Permitting Process (PDPP)**. Of all of the initiatives and process improvements to come out of our Performance Enhancement Program (PEP), probably nothing else has saved as much money and time for our customers than the Parallel Design Permitting Process.

The idea for PDPP was the brainchild of our Executive Director, Ray Chan, and the very successful implementation was led by our Engineering Bureau Chief, Dr. Ifa Kashefi and her Assistant Deputy Superintendent, Colin Kumabe.

The hard work and efforts of members of the PDPP Plan Check team, Charles Chang, Tienjen Wang, Larry Lee, Ricardo Tres and Ara Sargsyan, have played a significant contribution to the success of the program.

Although we believe the Department has made significant improvement in customer service in the last few years, we also know that there is still room for significant additional improvement. We are hard at work on “**Build LA**”, as a way to raise the Department to a whole new generation of **technology enhancements** to improve service delivery, such as **electronic plan checking** and a “**single portal**” for all city Departments involved in development services. Stay tuned for details in future newsletters!

Development Services Case Management

As in many large urban centers, land development in Los Angeles is complex and time-consuming. Developers must go through an onerous and unpredictable process that often requires help from consultants and expeditors.

With the creation of the **Development Services Case Management (DSCM)**, which is comprised of 15 case managers from five key departments, Planning, Bureau of Engineering, Water & Power, Transportation and LADBS, all will be working together in one office.

The managers, along with other departments of the Construction Liaison Network, assist the developer with the City’s major review process of entitlements, permitting, public/offsite improvements, utility design and to resolve any conflicts that may arise along the way. Illustrating that all departments are working together with shared goals: creating jobs, strengthening our economy and building a better LA.

They are no longer just another face from other departments that you see in a meeting setting, but become your colleagues or teammates resulting in far better communication and customer service.

The managers are there from project conception to completion to

ensure an efficient, transparent, predictable process, resulting in high-quality development that addresses community needs and improves the quality of life in Los Angeles.

Currently, over 1,700 projects have been assisted by the Development Services Case Management Office.

Development Services Case Managers are: Lincoln Lee (LADBS), Jack Chiang (DCP), Daniel Ahadian (DCP), Maritza Przekop (DCP), Carl Mills (BOE), Taimour Tanavoli (DOT), Rodolfo Monroy, (LADWP), Jameson Lee (LADBS), Charmie Huynh (LADBS), Lily Teng (LADBS), Chad Doi (LADBS), Joe Vo (LADBS), Sean Dang (LADBS).

If you have a project or client who you believe could be helped by Case Management, please contact Lincoln Lee at lincoln.lee@lacity.org.

If you would like more information about DSCM, please view [DSCM's Brochure](#).

Parallel Design Permitting Process

To constantly strive to better serve the public and promote development in the City, LADBS created the **Parallel Design Permitting Process (PDPP)**. This process has been created to speed up permit processing time and the start of construction.

Before PDPP, only detailed plans that reflected a complete design were able to be submitted for plan check. Both design and permitting processes could only run in series and required a lengthy period of time to be completed before the permit could be issued. Therefore it prolonged the time before construction could begin.

Now with PDPP, basic plans can be submitted at the conceptual design phase. The design team starts the plan check process with a designated Plan Check Engineer in a parallel track to allow the design process to coincide with the permitting process. LADBS will continue to provide plan check, correction verification, and code consultation services throughout various design phases. When final design and plans are completed, the permit will be ready to be issued to begin construction.



The main benefit of PDPP is the ability of running two processes, design and permitting, in parallel to save time and money. The program allows LADBS to act as a code enforcer, as well as a code consultant to the project, eliminating issues early on in the design stage to avoid unsettled issues that may result in project delays and can be the cause of abandonment of the project.

109 major projects with more than \$7.4 billion in construction valuation have participated and 44 of them already have obtained their permits in record time. Allowing a saving of 3 to 9 months compared to the standard permitting processing time.

If you have a project or client who you think could benefit from PDPP, please contact Colin Kumabe at colin.kumabe@lacity.org.

If you would like more information about PDPP, please view [PDPP's Brochure](#).

Our Mission Statement

The mission of the Department of Building and Safety is to protect the lives and safety of the residents and visitors of the City of Los Angeles and enhance the quality of life, housing, economic prosperity, and job creation. This is accomplished through advising, guiding, and assisting customers to achieve compliance with the Building, Zoning, Plumbing, Mechanical, Electrical, Disabled Access, Energy, and Green Codes; and local and State laws, through a timely, ethical, cooperative, and transparent process for the facilitation of construction and maintenance of commercial, industrial, and residential buildings throughout the City.

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If you want to comment on the service(s) you received or file a complaint, please call our **Customer Hotline at (213) 482-0056**.

LADBS Newsletter Editors: David Lara & Manuel Garcia

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